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SHEET 1 OF 1

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE		ATTY. DOCKET NO. 4366-27	SERIAL NO. 09/235,065
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)		APPLICANT DENTON et al..	
		FILING DATE January 21, 1999	GROUP ART 2642

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
	AA	5,825,869	10/20/98	Brooks et al.	379	265	

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
	AB	EP 0740450 A2	10/30/96	EPO	H04M	3/50	X	
	AC	EP 0863654 A2	09/09/98	EPO	H04M	3/50	X	
	AD	EP 0855826 A2	07/29/98	EPO	H04M	3/50	X	

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)


EXAMINER	DATE CONSIDERED
	06-04-04
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SHEET 1 OF 5

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## U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
<i>SD</i>	1. 4,163,124	07/31/79	Jolissaint	179	18 D	
<i>SD</i>	2. 4,737,983	04/12/93	Frauenthal et al.	379	221	
<i>SD</i>	3. 4,797,911	01/10/89	Szlam et al.	379	88.22	
<i>SD</i>	4. 4,894,857	01/16/90	Szlam et al.	379	67.1	
<i>SD</i>	5. 5,001,710	03/19/91	Gawrys et al.	370	110.1	
<i>SD</i>	6. 5,097,528	03/17/92	Gursahaney et al.	379	67	
<i>SD</i>	7. 5,101,425	03/31/92	Darland	379	34	
<i>SD</i>	8. 5,164,983	11/17/92	Brown et al.	379	265	
<i>SD</i>	9. 5,210,789	05/11/93	Jeffus et al.	379	127	
<i>SD</i>	10. 5,274,700	12/28/93	Gechter et al.	379	210	
<i>SD</i>	11. 5,278,898	01/11/94	Cambray et al.	379	266	
<i>SD</i>	12. 5,335,268	08/02/94	Kelly Jr. et al.	379	112	
<i>SD</i>	13. 5,390,243	02/14/95	Casselman et al.	379	265	
<i>SD</i>	14. 5,436,965	07/25/95	Grossman et al.	379	266	
<i>SD</i>	15. 5,544,232	08/06/96	Baker et al.	379	88.25	
<i>SD</i>	16. 5,469,503	11/21/95	Butensky et al.	379	265	
<i>SD</i>	17. 5,473,773	12/05/95	Aman et al.	395	650	
<i>SD</i>	18. 5,479,497	12/26/95	Kovarik	379	265	
<i>SD</i>	19. 5,500,795	03/19/96	Powers et al.	364	401	
<i>SD</i>	20. 5,504,894	04/02/96	Ferguson et al.	395	650	
<i>SD</i>	21. 5,530,744	06/25/96	Charalambous et al.	379	265	

EXAMINER 	DATE CONSIDERED <i>06-04-04</i>
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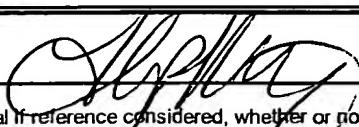
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SHEET 2 OF 5

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE			ATTY. DOCKET NO. 4366-27	SERIAL NO. 09/235,065
INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)			APPLICANT DENTON et al..	RECEIVED APR 14 2004
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22.	5,537,542	07/19/96	Eilert et al.	395	184.01	
23.	5,544,232	08/06/96	Baker et al.	379	88.25	
24.	5,546,452	08/13/96	Andrews et al.	379	219	
25.	5,592,542	01/07/97	Honda et al.	379	265	
26.	5,611,076	03/11/97	Durflinger et al.	395	613	
27.	5,642,515	06/24/97	Jones et al.	395	727	
28.	5,684,964	11/04/97	Powers et al.	395	211	
29.	5,689,698	11/18/97	Jones et al.	395	604	
30.	5,703,943	12/30/97	Otto	379	265.11	
31.	5,713,014	01/27/98	Durflinger et al.	395	604	
32.	5,748,468	05/05/98	Notenboom et al.	364	132	
33.	5,749,079	05/05/98	Yong et al.	707	100	
34.	5,752,027	05/12/98	Familiar	395	614	
35.	5,754,639	05/19/98	Flockhart et al.	379	221	
36.	5,754,841	05/19/98	Carino, Jr.	395	603	
37.	5,757,904	05/26/98	Anderson	379	265	
38.	5,794,250	08/11/98	Carino, Jr. et al.	707	104	
39.	5,796,393	08/18/98	MacNaughton et al.	345	329	
40.	5,838,968	11/17/98	Culbert	395	674	
41.	5,881,238	03/09/99	Aman et al.	395	200.56	
42.	5,889,956	03/30/99	Hauser et al.	395	200.56	
43.	5,903,641	05/11/99	Tonisson	379	266	
44.	5,915,012	06/22/99	Miloslavsky	379	265.02	
45.	5,926,538	07/20/99	Deryugin et al.	379	265	
46.	5,930,786	07/27/99	Carino, Jr. et al.	707	4	

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SHEET 3 OF 5

FORM PTO-1449  U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE  INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-27	SERIAL NO. <b>RECEIVED</b> 09/235,065
	APPLICANT DENTON et al..	APR 14 2004
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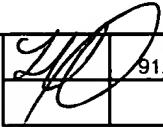
47.	5,937,051	08/10/99	Hurd et al.	379	212	
48.	5,937,402	08/10/99	Pandit	707	4	
49.	5,940,496	08/17/99	Gisby et al.	379	265	
50.	5,948,065	09/07/99	Eilert et al.	709	226	
51.	5,960,073	09/28/99	Kikinis et al.	379	265	
52.	5,963,635	10/05/99	Szlam et al.	379	309	
53.	5,974,462	10/26/99	Aman et al.	709	225	
54.	5,987,117	11/16/99	McNeil et al.	379	265	
55.	5,991,392	11/23/99	Miloslavsky	379	265	
56.	5,996,013	11/30/99	Delp et al.	709	226	
57.	5,999,963	12/07/99	Bruno et al.	709	104	
58.	6,011,844	01/04/00	Uppaluru et al.	379	220.01	
59.	6,038,293	03/14/00	Mcnerney et al.	379	88.19	
60.	6,044,144	03/28/00	Becker et al.	379	265	
61.	6,044,355	03/28/00	Crockett et al.	705	8	
62.	6,052,723	04/18/00	Ginn	709	223	
63.	6,055,308	04/25/00	Miloslavsky et al.	379	265	
64.	6,115,462	09/05/00	Servi et al.	379	221	
65.	6,154,769	11/28/00	Cherkasova et al.	709	207	
66.	6,175,564 B1	01/16/01	Miloslavsky et al.	370	352	
67.	6,178,441 B1	01/23/01	EInozahy	709	203	
68.	6,185,292 B1	02/06/01	Miloslavsky	379	265	
69.	6,215,865 B1	04/10/01	McCalmont	379	212.01	
70.	6,226,377 B1	05/01/01	Donaghue Jr.	379	265	
71.	6,230,183 B1	05/08/01	Yocom et al.	709	105	

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		FILING DATE January 21, 1999	GROUP ART 2642

	91.	2,143,198	01/19/95	Canada	H04Q	7/22	X	

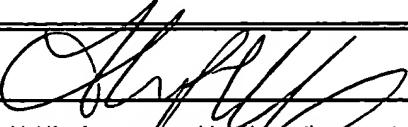
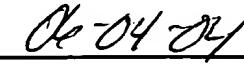
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

92.	"Product Features," <i>Guide to Call Center Automation</i> , Brock Control Systems, Inc., Activity Managers Series™, Section 5 - Company B120, p. 59, 1992.
93.	"Product Features," <i>Guide to Call Center Automation</i> , CRC Information Systems, Inc., Tel-ATHENA, Section 5 - Company C520, p. 95, 1992.
94.	Dawson, "NPRI's Powerguide, Software Overview" <i>Call Center Magazine</i> (Jun. 1993), p. 85.
95.	"Applications, NPRI's Predictive Dialing Package," <i>Computer Technology</i> (Fall 1993), p. 86.
96.	"Call Center Software You Can't Outgrow," <i>Telemarketing®</i> (Jul. 1993), p. 105.
97.	"VAST™, Voicelink Application Software for Teleservicing®, <i>System Manager User's Guide</i> , Digital Systems (1994), pp. ii, vii-ix, 1-2, 2-41 through 2-77.
98.	GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter Call Flow", 1998.
99.	GEOTEL Communications Corporation Web site Printout entitled "The Intelligent CallRouter Product Overview", July 3, 1997.
100.	GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter Product Architecture" July 3, 1997.

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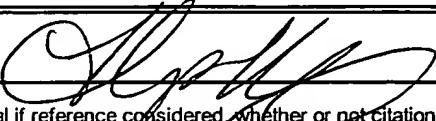
SHEET 4 OF 5

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72.	6,233,333 B1	05/15/01	Dezonmo	379	266	
73.	6,240,471 B1	05/29/01	Eastwick	710	62	
74.	6,263,359 B1	07/17/01	Fong et al.	709	103	
75.	6,272,544 B1	08/07/01	Mullen	709	226	
76.	6,278,777 B1	08/21/01	Morley	379	265	
77.	6,356,632 B1	03/12/02	Foster et al.	379	265.04	
78.	6,424,709 B1	07/23/02	Doyle et al.	379	265	
79.	6,434,230 B1	08/13/02	Gabriel	379	265.01	
80.	6,490,350 B2	12/03/02	McDuff et al.	379	265.06	
81.	6,560,649 B1	05/06/03	Mullen et al.	709	226	
82.	09/247,893		Edwards et al.			02/10/99
83.	09/264,497		Edwards			03/08/99

#### FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
						YES	NO
84.	EP 0 501 189 A2	09/02/92	EPO			X	
85.	EP 0 863 651 A2	09/09/98	EPO	H04M	3/50	X	
86.	EP 0 772 335 A2	05/07/97	EPO	H04M	3/50	X	
87.	GB 2 290 192 A	12/13/95	United Kingdom	H04M	3/50	X	
88.	GB 2 273 418	06/15/94	United Kingdom			X	
89.	WO 96/07141	03/07/96	PCT	G06F	13/00	X	
90.	2,174,762	06/30/95	Canada	H04Q	7/38	X	

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